

GUEST SERVICES AMBASSADOR – Temporary Position Minneapolis Convention Center

A Guest Services Ambassador greets the general public, and provides hospitality information for events, meetings, conferences, conventions and other activities held at the Minneapolis Convention Center. This position performs functions including coat check, public information desk, badge checker, service desk and other related event services. Applicants need to be friendly and approachable.

MINIMUM QUALIFICATIONS: High School Diploma or Equivalent.

TYPICAL DUTIES AND RESPONSIBILITIES (Including but not limited to the following):

- Work with other Minneapolis Convention Center staff to ensure customer needs are being met.
- Perform routine cash handling and light clerical duties such as preparing materials for mailing, making copies, or delivering messages.
- Perform activities either independently or as part of a team.
- Greet, thank, and deal tactfully and courteously to all guests, clients and other users of the Minneapolis Convention Center.
- Provide exceptional customer service as guests arrive and depart the venue.
- Deal effectively with complaints and difficult customers.
- Professional appearance and approach with an upbeat and warm manner.
- Answer informal questions in an accurate and tactful manner.
- Enforce and, accurately and courteously, explain entrance/attendance/building use policies and procedures in a customer service oriented way.
- Circulate through guest areas offering help and information to guests.
- Direct and assist guests with directions and event information regarding the Convention Center and the City of Minneapolis.
- Organize coat check tickets to ensure timely retrieval of items.
- Lift or move luggage up to 50 pounds and hang coats on racks by lifting them to rack height
- Keep work space organized, clean, and neat.

OTHER SPECIFICATIONS

- Directly related experience or specific related education preferred.
- Exceptional customer services skills.
- Ability to communicate both verbally and in writing in a professional manner.
- Proficient English and math skills.
- Ability to maintain a high public image, positive attitude and demeanor.
- Ability to follow oral and written instructions and work with minimal supervision.
- Physical ability to stand and walk for extended periods of time.
- Ability to lift light to medium weight and perform manual tasks requiring physical strength.
- Ability to interact with fellow employees, clients, vendors and the public in a courteous, cooperative and professional manner.

This position is temporary and does not include benefits. There are no guaranteed hours. Hours can vary from zero to forty (0 to 40). Hours include nights, weekends and some holidays.

Salary range is \$11.62 to \$11.95 hourly. There are multiple openings. **If you are interested in this position**, please submit resumes to Sandra.Anderson@minneapolismn.gov . Resumes accepted through September 1, 2015.